

STAY AHEAD of Productivity, Performance and Health Issues

City of Norfolk

Quarterly Utilization Report
Reporting Period Q4 (10/1/2018 - 12/31/2018)

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Access To Services												
Telephone/Email Access												
EAP	64	98%	45	100%	46	98%	47	100%	202	99%	240	99%
FamilySource	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
FinancialConnect	1	2%	0	0%	1	2%	0	0%	2	1%	0	0%
LegalConnect	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Sub Total	65		45		47		47		204		243	
Online Access												
EAP	10	19%	9	28%	7	22%	3	19%	29	22%	63	50%
FamilySource	38	73%	7	22%	13	41%	5	31%	63	48%	35	28%
FinancialConnect	1	2%	5	16%	0	0%	0	0%	6	5%	5	4%
Health & Wellness	1	2%	2	6%	12	38%	8	50%	23	17%	22	17%
Health Care Navigation	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
LegalConnect	2	4%	9	28%	0	0%	0	0%	11	8%	0	0%
Sub Total	52		32		32		16		132		127	
Combined Access												
EAP	74	63%	54	70%	53	67%	50	79%	231	69%	303	82%
FamilySource	38	32%	7	9%	13	16%	5	8%	63	19%	37	10%
FinancialConnect	2	2%	5	6%	1	1%	0	0%	8	2%	5	1%
Health & Wellness	1	1%	2	3%	12	15%	8	13%	23	7%	22	6%
Health Care Navigation	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
LegalConnect	2	2%	9	12%	0	0%	0	0%	11	3%	1	0%
Total	117		77		79		63		336		370	
Additional EAP Services												
Critical Incident Debriefing Sessions (number is excluded from overall utilization counts)	0		3		1		2		6		5	
Critical Incident Debriefing Event Participants	0		27		9		12		48		69	
Training Sessions (number is excluded from overall utilization counts)	0		5		0		3		8		8	
Training Session Participants	0		139		0		88		227		152	
Health Fairs Events (number is excluded from overall utilization counts)	0		1		0		0		1		1	
Total Utilization	117		243		88		163		611		591	

	Q1	Q2	Q3	Q4	Year To Date	Last Year
Utilization Results						
Total Utilization Rate (% - Annualized)	8.83%	18.34%	6.64%	12.30%	11.53%	11.15%
<i>Based on Quarterly Average Employee Counts</i>	5,300	5,300	5,300	5,300	5,300	5,300
Case Closure (only EAP cases)						
Resolved within EAP	56 92%	37 95%	20 87%	9 100%	122 92%	216 92%
Referred to benefits resource Outpatient	5 8%	2 5%	3 13%	0 0%	10 8%	18 8%
Total	61	39	23	9	132	234

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Referral Source												
Brochure	0	0%	2	4%	0	0%	3	6%	5	2%	11	5%
Cross Referral	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Decline	0	0%	0	0%	0	0%	1	2%	1	0%	0	0%
Email	1	2%	1	2%	0	0%	1	2%	3	1%	1	0%
Family	4	6%	0	0%	2	4%	2	4%	8	4%	6	2%
Flyer	2	3%	0	0%	0	0%	0	0%	2	1%	10	4%
Formal Referral	15	23%	3	7%	5	11%	2	4%	25	12%	42	17%
GuidanceResources Online	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
HR	19	29%	19	42%	15	32%	11	23%	64	31%	78	32%
Internal	0	0%	0	0%	7	15%	2	4%	9	4%	0	0%
Internet / Intranet	0	0%	0	0%	0	0%	0	0%	0	0%	4	2%
MD Care	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Online - Ask the Expert	0	0%	1	2%	0	0%	0	0%	1	0%	3	1%
Other	1	2%	2	4%	4	9%	2	4%	9	4%	7	3%
Posters	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Previous GR User	4	6%	2	4%	0	0%	2	4%	8	4%	25	10%
Supervisor/Manager	5	8%	3	7%	1	2%	2	4%	11	5%	6	2%
Unknown	14	22%	12	27%	12	26%	19	40%	57	28%	44	18%
Wallet Card	0	0%	0	0%	1	2%	0	0%	1	0%	0	0%
Sub Total												
	65		45		47		47		204		243	
Client Status												
Employee	54	83%	41	91%	43	91%	40	85%	178	87%	207	85%
Dependent	8	12%	4	9%	4	9%	5	11%	21	10%	24	10%
Other	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Significant Other	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Spouse	3	5%	0	0%	0	0%	2	4%	5	2%	6	2%
Unknown	0	0%	0	0%	0	0%	0	0%	0	0%	3	1%
Sub Total												
	65		45		47		47		204		243	
Client Gender												
Decline	0	0%	0	0%	3	6%	0	0%	3	1%	3	1%
Female	28	43%	20	44%	17	36%	27	57%	92	45%	129	53%
Male	37	57%	25	56%	27	57%	20	43%	109	53%	111	46%
Sub Total												
	65		45		47		47		204		243	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Client Age Group												
0-12	3	5%	0	0%	2	4%	0	0%	5	2%	9	4%
13-19	6	9%	4	9%	2	4%	4	9%	16	8%	10	4%
20-29	12	18%	6	13%	3	6%	7	15%	28	14%	41	17%
30-39	9	14%	10	22%	15	32%	9	19%	43	21%	48	20%
40-49	13	20%	11	24%	10	21%	15	32%	49	24%	53	22%
50-59	8	12%	8	18%	12	26%	10	21%	38	19%	51	21%
60 +	7	11%	1	2%	2	4%	2	4%	12	6%	13	5%
Unknown	7	11%	5	11%	1	2%	0	0%	13	6%	18	7%
Sub Total												
	65		45		47		47		204		243	
Employee Job Category (employee data only)												
Administration	0	0%	1	2%	0	0%	2	5%	3	2%	11	5%
Customer Service and Reservation Agent	0	0%	0	0%	0	0%	0	0%	0	0%	4	2%
Declined	8	15%	7	17%	10	23%	13	33%	38	21%	30	14%
Dispatch	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Laborer	0	0%	1	2%	1	2%	0	0%	2	1%	14	7%
Management	2	4%	0	0%	2	5%	0	0%	4	2%	7	3%
Office / Clerical	0	0%	2	5%	1	2%	3	8%	6	3%	1	0%
Operations	2	4%	1	2%	1	2%	1	3%	5	3%	5	2%
Police / Fire	13	24%	6	15%	9	21%	6	15%	34	19%	38	18%
Professional	21	39%	15	37%	13	30%	11	28%	60	34%	71	34%
Service	7	13%	3	7%	6	14%	0	0%	16	9%	9	4%
Skilled Trade	0	0%	4	10%	0	0%	0	0%	4	2%	7	3%
Technical	1	2%	0	0%	0	0%	4	10%	5	3%	9	4%
Transportation	0	0%	1	2%	0	0%	0	0%	1	1%	0	0%
Sub Total												
	54		41		43		40		178		207	
Employee Job Tenure (employee data only)												
Less than 1 year	10	19%	4	10%	2	5%	7	18%	23	13%	32	15%
1 - 4 years	7	13%	9	22%	7	16%	10	25%	33	19%	57	28%
5 - 9 years	12	22%	6	15%	7	16%	3	8%	28	16%	29	14%
10 - 14 years	11	20%	5	12%	10	23%	3	8%	29	16%	19	9%
15 - 19 years	2	4%	1	2%	1	2%	1	3%	5	3%	12	6%
20+ years	2	4%	1	2%	7	16%	2	5%	12	7%	15	7%
Unknown	10	19%	14	34%	7	16%	13	33%	44	25%	40	19%
Decline	0	0%	1	2%	2	5%	1	3%	4	2%	3	1%
Sub Total												
	54		41		43		40		178		207	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Employee Assistance Program®												
U.S. Services												
Primary Issue Presented												
Alcohol/Related	4	6%	2	4%	4	9%	3	6%	13	6%	7	3%
Anger Issues	0	0%	0	0%	3	7%	2	4%	5	2%	4	2%
Anxiety Related	3	5%	1	2%	3	7%	2	4%	9	4%	11	5%
Bereavement	3	5%	2	4%	2	4%	1	2%	8	4%	9	4%
Depression Related	6	10%	3	7%	0	0%	9	19%	18	9%	21	9%
Employee-related Issue	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Family/Child	1	2%	1	2%	0	0%	2	4%	4	2%	7	3%
Family/Child - Behavioral Issues	2	3%	0	0%	0	0%	0	0%	2	1%	3	1%
Family/Child - Family Issues	1	2%	0	0%	0	0%	1	2%	2	1%	6	3%
Interpersonal Issues	0	0%	0	0%	1	2%	0	0%	1	0%	0	0%
Legal	0	0%	1	2%	0	0%	0	0%	1	0%	0	0%
Occupational	11	17%	3	7%	6	13%	2	4%	22	11%	32	13%
Occupational - Attendance	0	0%	0	0%	1	2%	0	0%	1	0%	0	0%
Occupational - Conflict Resolution	0	0%	1	2%	0	0%	0	0%	1	0%	0	0%
Occupational - Interpersonal	0	0%	2	4%	3	7%	0	0%	5	2%	15	6%
Occupational - Job Loss	0	0%	0	0%	0	0%	0	0%	0	0%	3	1%
Occupational - Performance	0	0%	0	0%	1	2%	0	0%	1	0%	4	2%
Partner/Relationship	3	5%	5	11%	5	11%	5	11%	18	9%	39	16%
Psychological	14	22%	13	29%	8	17%	7	15%	42	21%	32	13%
Stress	7	11%	8	18%	3	7%	11	23%	29	14%	37	15%
Substance Use Related	6	10%	0	0%	2	4%	0	0%	8	4%	4	2%
Trauma	2	3%	3	7%	3	7%	2	4%	10	5%	4	2%
Workplace Trauma	0	0%	0	0%	1	2%	0	0%	1	0%	0	0%
Sub-Total Issues	63		45		46		47		201		240	
Consultation Type												
Face to Face	55	87%	41	91%	39	85%	45	96%	180	90%	216	90%
Bar Association / Consumer Credit Counseling	0	0%	1	2%	0	0%	0	0%	1	0%	0	0%
BehavioralExpert	0	0%	1	2%	0	0%	0	0%	1	0%	3	1%
Community Resources	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Supervisor / Management Consult	8	13%	2	4%	7	15%	2	4%	19	9%	20	8%
Sub-Total - Consultations	63		45		46		47		201		240	

	Q1	Q2	Q3	Q4	Year To Date	Last Year
Local National						
Primary Issue Presented						
Occupational - Performance	1 100%	0 0%	0 0%	0 0%	1 100%	0 0%
Sub-Total Issues	1	0	0	0	1	0
Consultation Type						
Face to Face	1 100%	0 0%	0 0%	0 0%	1 100%	0 0%
Sub-Total - Consultations	1	0	0	0	1	0
Total Number of Issues	64	45	46	47	202	240
Online Services						
Total Online Services	10	9	7	3	29	63
Total Product Utilization	74	54	53	50	231	303
Employee Count						
Total Utilization Rate (% - Annualized)	5.58%	4.08%	4.00%	3.77%	4.36%	5.72%
<i>Based on Quarterly Average employees</i>	5,300	5,300	5,300	5,300	5,300	5,300

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
FamilySource®												
U.S. Services												
Primary Issue Presented												
Child Care-Preschool (Daycare)	0	0%	0	0%	0	0%	0	0%	0	0%	1	50%
Gov't Services-Financial Assistance	0	0%	0	0%	0	0%	0	0%	0	0%	1	50%
Sub-Total Issues	0		0		0		0		0		2	
Total Number of Issues												
000002												
Online Services												
Total Online Services	38	100%	7	100%	13	100%	5	100%	63	100%	35	100%
Total Online Services	38		7		13		5		63		35	
Total Product Utilization												
3871356337												
Employee Count												
Total Utilization Rate (% - Annualized)	2.87%		0.53%		0.98%		0.38%		1.19%		0.70%	
Based on Quarterly Average employees	5,300		5,300		5,300		5,300		5,300		5,300	

	Q1	Q2	Q3	Q4	Year To Date	Last Year
LegalConnect®						
U.S. Services						
Primary Issue Presented						
Real Estate	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%
Sub-Total Issues	0	0	0	0	0	1
Consultation Type						
Consultation and referral (main source)	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%
Sub-Total - Consultations	0	0	0	0	0	1
Total Number of Issues	0	0	0	0	0	1
Online Services						
Total Online Services	2 100%	9 100%	0 0%	0 0%	11 100%	0 0%
Total Online Services	2	9	0	0	11	0
Total Product Utilization	2	9	0	0	11	1
Employee Count						
Total Utilization Rate (% - Annualized)	0.15%	0.68%	0.00%	0.00%	0.21%	0.02%
<i>Based on Quarterly Average employees</i>	5,300	5,300	5,300	5,300	5,300	5,300

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
FinancialConnect SM												
U.S. Services												
Primary Issue Presented												
Budgeting techniques & discipline	1	100%	0	0%	0	0%	0	0%	1	50%	0	0%
Mortgages, credit card & other debt	0	0%	0	0%	1	100%	0	0%	1	50%	0	0%
Sub-Total Issues	1		0		1		0		2		0	
Consultation Type												
Consultation only	1	100%	0	0%	0	0%	0	0%	1	50%	0	0%
Missed Appointment	0	0%	0	0%	1	100%	0	0%	1	50%	0	0%
Sub-Total - Consultations	1		0		1		0		2		0	
Total Number of Issues												
	1		0		1		0		2		0	
Online Services												
Total Online Services	1	100%	5	100%	0	0%	0	0%	6	100%	5	100%
Total Online Services	1		5		0		0		6		5	
Total Product Utilization												
	2		5		1		0		8		5	
Employee Count												
Total Utilization Rate (% - Annualized)	0.15%		0.38%		0.08%		0.00%		0.15%		0.09%	
Based on Quarterly Average employees	5,300		5,300		5,300		5,300		5,300		5,300	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
GuidanceResources Online ®												
English USA Usage												
Online Topics												
Financial												
Consumer Issues	0	0%	2	9%	0	0%	0	0%	2	3%	3	3%
Personal Finance	0	0%	1	5%	0	0%	0	0%	1	1%	2	2%
Tax	0	0%	2	9%	0	0%	0	0%	2	3%	0	0%
Home & Auto												
Buying & Selling an Auto	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Home Improvement & Maintenance	0	0%	0	0%	0	0%	3	21%	3	4%	0	0%
Legal												
Debt & Bankruptcy	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Family Law	2	11%	3	14%	0	0%	0	0%	5	6%	0	0%
Lawyers & Court	0	0%	1	5%	0	0%	0	0%	1	1%	0	0%
Lifestyle												
Travel	0	0%	0	0%	2	9%	0	0%	2	3%	1	1%
Relationships												
Child Care	1	5%	0	0%	0	0%	0	0%	1	1%	0	0%
Divorce & Domestic Issues	0	0%	1	5%	0	0%	0	0%	1	1%	7	6%
Marriage & Relationships	5	26%	0	0%	2	9%	0	0%	7	9%	12	11%
Parenting	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
Special Needs & Gifted Children	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
Wellness												
Addiction	4	21%	0	0%	0	0%	0	0%	4	5%	9	8%
Emotional Well-being	2	11%	0	0%	16	70%	5	36%	23	29%	21	18%
Fitness & Nutrition	0	0%	2	9%	0	0%	0	0%	2	3%	2	2%
Personal Growth	0	0%	1	5%	3	13%	6	43%	10	13%	2	2%
Physical Health	0	0%	0	0%	0	0%	0	0%	0	0%	4	4%
Stress & Anger Management	3	16%	2	9%	0	0%	0	0%	5	6%	4	4%
Work & Education												
Career Development	0	0%	0	0%	0	0%	0	0%	0	0%	3	3%
College & Graduate School	0	0%	1	5%	0	0%	0	0%	1	1%	3	3%
In the Workplace	0	0%	0	0%	0	0%	0	0%	0	0%	24	21%
Manager Guidance	0	0%	5	23%	0	0%	0	0%	5	6%	3	3%
Personal Development	2	11%	1	5%	0	0%	0	0%	3	4%	8	7%
	19		22		23		14		78		114	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Online Searches Topics												
Certified Financial Planner	1	3%	2	20%	0	0%	0	0%	3	6%	2	15%
Child Care Provider	32	97%	4	40%	0	0%	2	100%	38	70%	10	77%
College and University	0	0%	0	0%	0	0%	0	0%	0	0%	1	8%
Elder Care Provider	0	0%	0	0%	9	100%	0	0%	9	17%	0	0%
Lawyer	0	0%	4	40%	0	0%	0	0%	4	7%	0	0%
	33		10		9		2		54		13	
Online Activity Type												
Article	9	17%	10	31%	18	56%	11	69%	48	36%	59	46%
Assessment	6	12%	0	0%	3	9%	0	0%	9	7%	19	15%
Merchandise	0	0%	2	6%	0	0%	0	0%	2	2%	3	2%
Multimedia	4	8%	5	16%	1	3%	1	6%	11	8%	28	22%
Resource	0	0%	5	16%	1	3%	2	13%	8	6%	5	4%
Search Database	33	63%	10	31%	9	28%	2	13%	54	41%	13	10%
Total Activity Types	52		32		32		16		132		127	
Total Product Utilization	52		32		32		16		132		127	